SFA Applications Management Environment

Transition

Service Baseline Tracking & Reporting Operations Approach Tools

Operations Management Structure



Integrated Operations Delivery

Service Integration-Overall Accountability Quality Assurance Stakeholder Expectation Management

Program Management

Demand Management & Staffing
Process Standardization
Service Level Agreement

Budget&Financials
Tools Standardization

Overall Performance Measurement & Reporting

Applications Management

Application Updates, Performance & Tuning Content Management (if appropriate) 2nd Tier Applications Management Support Development & Test Environment Maintenance

Customer Care

1st Tier External Customer Support Problem Management User Expectation Management

Seat Management

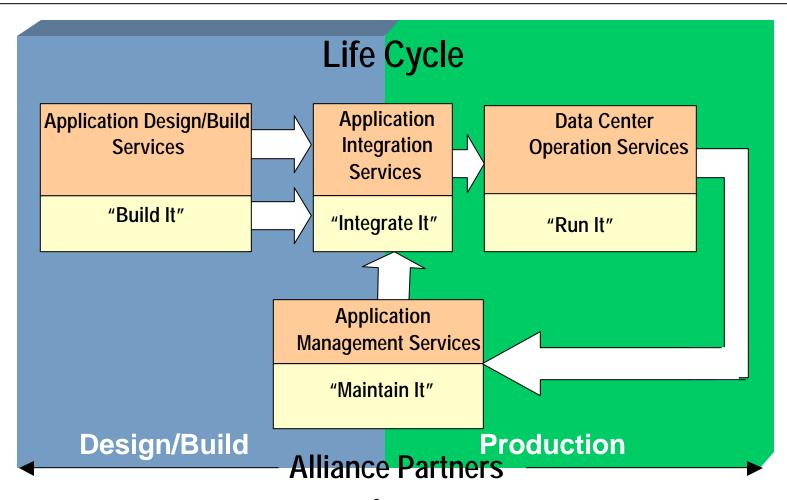
Software Distribution & Installation Asset Management
Network Access & Security LAN & PC HW
Overall IS Change & Configuration Management
1st Tier Overall IT Help Desk
2nd Tier Seat Management Support

Servers/Data Center

System Operations & Maintenance Job Scheduling
Performance & Capacity Planning Backups
2nd Tier Data Center Support Disaster Recovery

Potential SFA IT Provider Approach

Mod Partner leads the Application Design/Build, CSC leads the Data Center Operations. The Mod Partner/CSC/Alliance Team meets in the middle to complete the life cycle by delivering Application Integration and Application Management Services.



Operations Approach

The Applications Management team will be able to deliver a higher quality service at a lower cost to SFA by sharing resources, processes and tools.

